

WHAT IS CLAIMED IS:

1 1. A method for monitoring, from a remote location, operation of a head-
2 end in an information distribution system, the method comprising:

3 receiving status relating to one or more operations performed at the head-
4 end; and

5 forwarding at least a subset of the received status to one or more remote
6 devices.

1 2. The method of claim 1, further comprising:

2 receiving indications of possible error conditions relating to the one or
3 more operations; and

4 forwarding one or more alert messages to the one or more remote devices
5 in response to receiving the indications.

1 3. The method of claim 1, further comprising:

2 polling the head-end for status relating to the one or more operations.

1 4. The method of claim 1, further comprising:

2 receiving identities of the one or more remote devices designated to
3 receive status.

1 5. The method of claim 4, further comprising:

2 receiving an indication of capabilities of each remote device designated to
3 receive status, and

4 wherein status are forwarded to each of the one or more remote devices in
5 conformance with the indicated capabilities.

1 6. The method of claim 5, wherein the indicated capabilities for each

2 remote device is indicated as text, graphics, or a combination thereof.

1 7. The method of claim 4, further comprising:

2 receiving an indication of a particular reporting level for each remote
3 device designated to receive status, and

4 wherein status are forwarded to each of the one or more remote devices in
5 conformance with the indicated reporting level.

1 8. The method of claim 1, further comprising:
2 receiving a response message from a particular remote device; and
3 forwarding the response message to the head-end.

1 9. The method of claim 8, wherein the received message from the
2 particular remote device includes a command to adjust at least one parameter of a
3 particular operation performed at the head-end.

1 10. The method of claim 1, wherein the received status include status
2 relating to encoding operations performed at the head-end.

1 11. The method of claim 10, wherein the status relating to the encoding
2 operations include status for one or more buffers used to stored encoded data at the head-
3 end.

1 12. The method of claim 1, wherein the received status include status
2 relating to multiplexing operations performed at the head-end.

1 13. The method of claim 1, wherein the received status include status
2 relating to a particular transport stream transmitted from the head-end.

1 14. The method of claim 1, wherein the received status include bit rates
2 for a plurality of types of data being provided from the head-end.

1 15. The method of claim 1, wherein at least one of the one or more remote
2 devices is a pager.

1 16. The method of claim 1, wherein at least one of the one or more remote
2 devices is a cellular telephone.

1 17. The method of claim 1, wherein at least one of the one or more remote
2 devices is a wireless device.

1 18. The method of claim 2, wherein the status and messages are
2 forwarded via a standard messaging protocol.

1 19. A method for monitoring, from a remote location, operation of a head-
2 end in an information distribution system, the method comprising:

3 receiving information relating to one or more operations performed at the
4 head-end, wherein the received information includes status and indications of possible
5 error conditions relating to the one or more operations;

6 receiving identities of one or more remote devices designated to receive
7 the information relating to the one or more operations; and

8 forwarding at least a subset of the received information to the one or more
9 remote devices.

1 20. A method for remotely monitoring and controlling operation of a
2 head-end in an information distribution system, comprising:

3 providing to one or more remote devices status relating to one or more
4 operations performed at the head-end;

5 receiving from a particular remote device one or more response messages;
6 and

7 adjusting at least one parameter of a particular operation performed at the
8 head-end in accordance with the one or more response messages.

1 21. The method of claim 20, further comprising:

2 providing to the one or more remote devices indications of possible error
3 conditions relating to the one or more operations performed at the head-end.